How to Void a Client Prior Authorization (CPA)

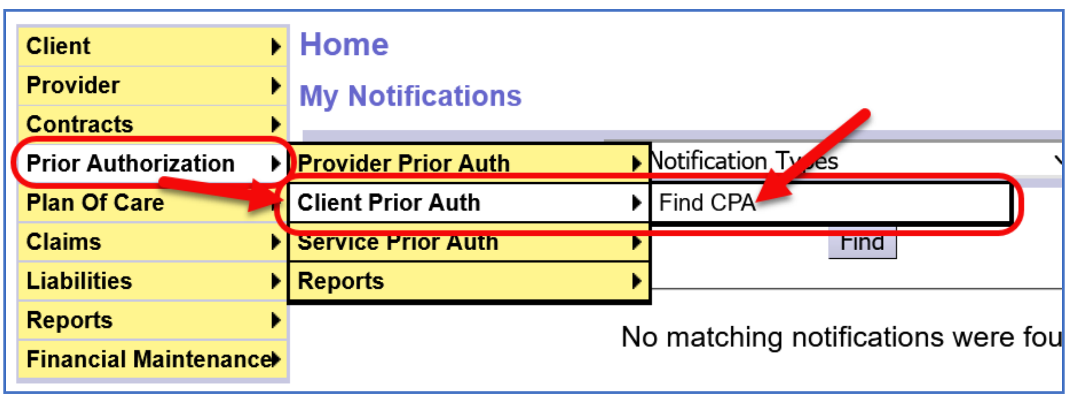
A CPA that was entered incorrectly may need to be voided. Please note that if claims have been submitted and approved for the CPA being voided, those claims will also be voided by following the steps below. It is best practice to work with the provider listed on the CPA to have claims voided by the provider first, before voiding a CPA.

Users must have the **CPA Manager** role to complete this work.

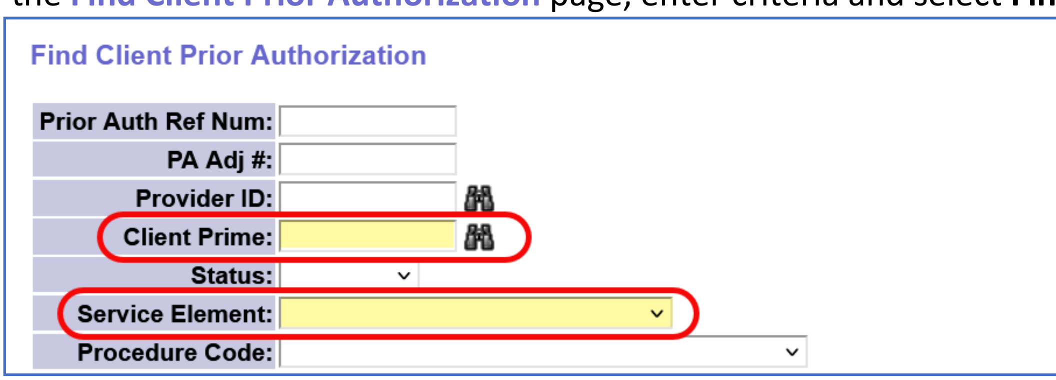
To Void a CPA in eXPRS:

1. Login to eXPRS. If you have multiple **Organization/Program Areas**, use the appropriate role for the work you are doing.

2. Select **Prior Authorization > Client Prior Auth > Find CPA.**



3. On the Find Client Prior Authorization page, enter criteria and select **Find.**



TIP: Search by **Client Prime, Service Element** and **DHS Contract Num** to bring up a narrower list of CPAs.

4. From the results list, select the far-left **PA Adj #** hyperlink to open the CPA.

PA Adj #	Client Prime	Client Name	Service Element	Proc Code	Svc Modifier Cd	Units	DHS Contract Num	Provider ID
12345678	[redacted]	[redacted]	51	ORSLV	All	1.00	[redacted]	[redacted]
23456789	[redacted]	[redacted]	51	ORSLV	All	1.00	[redacted]	[redacted]
34567890	[redacted]	[redacted]	51	ORSLV	All	1.00	[redacted]	[redacted]

5. Scroll to the bottom of the CPA and select **Void.**

5

Rate and Duration of Services:					
Effective Date:	7/1/2022	**End Date:**	6/30/2023	**Ongoing:**	Y
Unit Type:	Months_Prorated	**Units:**	1.00	**Rate:**	6990.55
Amount:	$83,886.61	**Balance:**	$83,886.61		
Created By:	System Maintenance	Created Date:	7/1/2022		
Updated By:	System Maintenance	Updated Date:	7/1/2022		
Notes:					

Prior Auth Claims

Edit Void Copy Cancel Previous